



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION HOUSING PROGRAMS SUPERVISOR HUMAN SERVICES

Human Resources Department
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for planning, assigning, reviewing, supervising and managing the work and day-to-day activities of housing program workers responsible for providing complex housing services to clients of the Department of Human Services. Reports to the Chief of Prevention Services.

ESSENTIAL JOB FUNCTIONS

Provides guidance and direction to professional housing program workers on case related issues, policies and procedures, and agency initiatives; ensures acceptable levels of quality and quantity in the delivery of housing services; plans caseloads, assigns cases, reviews case records, and reviews and signs off on service plans, case assessments, and other reports which require supervisory review.

Responsible for the effective supervision of professional and support staff to include performance management, employee relations, assigning work, training and development, and prioritizing and assigning work and related activities; participates in the development or revising of housing program policies and procedures; monitors expenditures and assists in providing oversight of local grant awards.

Oversees the client application process ensuring compliance with federal, state, and local regulations; advises staff on difficult issues and makes decisions on exceptional situations to manage and implement appropriate services and assistance; guides staff on the interpretation and enforcement of tenant-landlord regulations and compliance with federal, state and local housing related laws and regulations.

Provides direction and leadership in the coordination of outreach with multiple agencies and community organizations to ensure comprehensive development of housing services, opportunities, and resources that affect rapid re-housing; develops recommendations for housing programs and executes strategic initiatives to address homeless prevention; evaluates and monitors data to determine trends in program outcomes and develops plans of action to correct program deficiencies.

Serves as an advocate and liaison for local, state, and federal policy on homelessness to foster and collaborate among agencies and communities; facilitates inter-agency forums and conducts community presentations and outreach.

Performs other related work as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Housing Resources - Thorough knowledge of housing programs, housing resources, housing rights and local, state and federal requirements and regulations as they relate to Fair Housing. Knowledge of organizations and agencies that support homeless individuals and families. Knowledge of prevention strategies for homelessness.
- Social Economics - Knowledge of social, economic, housing barriers and current issues impacting homeless persons.
- Case Management - Thorough knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making - Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with customers, employees, managers, and representatives from other departments and organizations.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- Communication - Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

- Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's degree in Business Administration, Public Administration, Human Services Administration or a related field and 3-5 years of housing or rental agent experience or closely related experience or an equivalent combination of education and experience to include 1-2 years of supervisory experience. A Master's Degree is preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.